



Australian Government

SITHACS204 Provide porter services

Release 1

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

| Version | Comments |
|---------|--|
| 1.0 | E Replaces and is equivalent to SITHACS003A Provide porter services. Minor adjustments to expression of content to streamline and improve unit. Hygiene requirements made more explicit. |

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide porter services in a commercial accommodation establishment. It requires the ability to check and plan for daily arrivals, assist guests with luggage and provide ancillary services for guests.

Application of the Unit

This unit applies to frontline service personnel in commercial accommodation venues. Porter services are usually associated with dedicated bell desk or concierge roles in larger venues. In smaller venues, reception or other staff provide these services. People working under supervision undertake this function, though the unit may also be relevant to owner-operators of small businesses.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

- | | |
|--|--|
| 1. Handle guest arrivals and departures. | 1.1 Review and plan for expected daily arrivals, special requests or major guest movements. 1.2 Welcome guests and direct to registration area. 1.3 Escort guests to rooms, and explain and promote <i>organisation and room features</i> . |
| 2. Handle guest luggage. | 2.1 Assist guests with luggage and luggage storage according to <i>organisational procedures and security requirements</i> . 2.2 Safely transport and deliver guest luggage to correct locations within appropriate timeframes using safe manual handling techniques and moving equipment as required. 2.3 Avoid creation of <i>hygiene hazards</i> when handling luggage. 2.4 Track lost luggage within the venue and take steps to locate and deliver to guest or correct location. |
| 3. Respond to requests for ancillary services. | 3.1 Provide <i>ancillary services</i> according to organisational procedures. 3.2 Liaise with colleagues in other departments where appropriate to ensure effective response to service requests. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - explain venue and room features to guests
 - interact with guests from socially and culturally diverse environments
- literacy skills to:
 - read luggage identification labels, storage and security procedures
 - read reservation data and rooming lists
 - complete storage tags, storage forms and guest receipts
- numeracy skills to count multiple luggage items and reconcile against operational

documentation

- planning and organising skills to move and store luggage in a logical and efficient way
- teamwork skills to work cooperatively with others.

Required knowledge

- procedures and systems for the luggage movement and storage in commercial accommodation establishments:
 - marking
 - placement (in rooms and storage facilities)
 - group luggage
 - movement of luggage on guest departure
 - order in which luggage is moved
 - routes
 - security
- safe manual handling techniques:
 - carrying
 - lifting
 - moving
 - pulling
 - pushing
- hygiene procedures and requirements:
 - hygiene responsibilities of portering staff
 - hygiene hazards when handling luggage, including potential food contamination and transmission of airborne illnesses
 - portering practices that minimise hygiene risks
- relationships between portering services and other areas of work in commercial accommodation establishments, and the impacts on portering
- activities
- range of information and services typically provided by those completing the portering function, including:
 - venue facilities
 - room facilities
 - other services.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- interpret portering requirements from systems or documentation and plan accordingly
- follow procedures for the safe movement and storage of luggage
- move and store multiple luggage items to meet varying operational and service needs within typical workplace time constraints
- interact positively with customers and provide clear and accurate information.

Context of and specific resources for assessment

Assessment must ensure use of:

- an operational accommodation environment; this can be a:
 - real industry workplace
 - simulated industry environment such as a training hotel
- luggage and luggage moving equipment
- industry-realistic systems or documentation for managing the movement and storage of luggage
- in an accommodation venue
- other people with whom the individual can interact.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the individual carrying and loading luggage safely or answering customer requests
- use of role-plays to assess ability to deal with differing customer queries, requests or complaints
- use of case studies to complete arrival or departure luggage processes and documentation for different customer scenarios
- oral or written questioning to assess knowledge of typical portering procedures and systems

Guidance information for assessment

- review of portfolios of evidence and third-party workplace reports

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- BSBCMM201A Communicate in the workplace
- SITXCCS201 Provide visitor information
- SITXCCS202 Interact with customers.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Organisation and room features in the establishment may include:

- facilities:
 - dining
 - floor facilities
 - laundry
 - sporting
 - valet
- operating procedures:
 - room equipment.

Organisational procedures and security requirements for luggage may relate to:

- organisation specific procedures:
 - group luggage
 - marking systems
 - order in which luggage is to be moved
 - placement of luggage within rooms or storage
 - taking luggage from rooms
- safety and security considerations:
 - amount of luggage to be placed on trolleys or taken into lifts
 - lifting and bending procedures
 - procedures or designated routes for moving luggage through public areas
 - restrictions on areas into which luggage can be taken
 - procedures for dealing with heavy items.

Hygiene hazards may include:

- contaminating food contact surfaces
- use of poor personal hygiene practices:
 - blowing nose
 - coughing
 - drinking
 - eating
 - scratching skin and hair
 - sneezing
 - spitting.

Ancillary services may include:

- mail
- messages
- organising transport
- paging guests
- preparing guest information directories
- wake-up calls.

Unit Sector(s)

Hospitality

Competency Field

Accommodation Services